

Service Agreement

Suite 33, 330 Wattle St Ultimo, NSW 2007
Phone: 1300 660 139 | E-mail: admin@blutonetech.com.au



ABOUT BLUTONE TECHNOLOGIES' SERVICE AGREEMENT

This document is the agreement in which the customer known as "the Customer" will enter with Blutone Technologies to utilise VOIP services.

Blutone Technologies VoIP

Blutone Technologies VOIP provides comprehensive voice services for consumer use. Blutone Technologies are equipped to offer the customers a high performance, high quality, low cost PBX solution.

Call Rates and Charges

1. All charges are made in Australian dollars, with all rates including GST. Note that prices don't include on-site, or unspecified remote support.
2. Rates vary depending on the destination and call type. See the standard pricing on our website for international calls.
3. Once provisioned, Blutone Technologies will invoice the client for the pro-rated amount to the 1st day of service and will be billed on the 1st of each month in advance for the month's service. Client will need to pay using direct debit from your credit card.
4. Call charges are made from initial call answering and ends upon call termination. Charges apply for phone conversation, answering machine, incorrect number, unavailable service announcement and disconnected service.
5. The Client is responsible for all freight charges whether they be from Blutone Technologies to customer or customer to Blutone Technologies
6. Blutone Technologies has the right to conduct a rate review as required, implement any rate changes immediately.

Security and Use of Service

1. If the customer / end-user breach the company's usages policy, Blutone Technologies has the rightful responsibility to terminate the service, with no refund to be issued
2. Blutone Technologies is not liable for any malicious activity, unlawful distribution of protected information or unprecedented security breaches of VoIP service
3. The customer hold responsibility for all usage charges.
4. Blutone Technologies is not responsible for the maintenance or upgrading of hardware and client side software unless previously specified

Terms

1. Blutone Technologies reserve the right to change this service agreement and terms and conditions at any time.
2. Should the customer cancel their service, all VoIP data will be deleted and will no longer be available to any parties.
3. VoIP contract requires a minimum contract term of 1 month with 30 days notice required for cancellation.
4. Advance payments are required across all services. Any service adjustments will be shown as outstanding payments. If payments are not made, the service will be terminated if Blutone Technologies is not pre-notified.
5. The customer is required to make monthly payments unless otherwise specified and agreed upon by Blutone Technologies and the customer.
6. The customer understands that Blutone Technologies may enlist in other vendors to ensure a complete service is supplied.
7. Blutone Technologies is not responsible for delivery of service on a specific date. Service installment date are guidelines only.
8. Provisioning of services and equipment can be altered under the rights of Blutone Technologies and will not impact service provisioning to the customer.
9. It is the customer's duty to comply with all reasonable requests and instructions given by Blutone Technologies that are derived from government bodies, emergency services or other figures of authority. These requests may stem for reasons of health, safety and quality of service.
10. Blutone Technologies makes no guarantee of static IP Addresses. These addresses may change and Blutone Technologies holds

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Service Level Rebates

1. The customer is entitled to service level rebates should their service be disturbed, interrupted or unresponsive.
 - 1.1 Less than 120 minutes service disruption = no rebate
 - 1.2 More than 120 minutes service disruption but less than 240 minutes during a given calendar month = 20% rebate of the monthly service fee
 - 1.3 More than 240 minutes service disruption but less than 480 minutes during a given calendar month = 40% rebate of the monthly service fee
 - 1.4 More than 480 minutes service disruption but less than 960 minutes during a given calendar month = 60% rebate of the monthly service fee
 - 1.5 More than 960 minutes service disruption but less than 1440 minutes during a given calendar month = 80% rebate of the monthly service fee
 - 1.6 More than 1440 minutes in a calendar month = 100% rebate of the monthly service fee.
2. Faults in the service must be reported to Blutone to allow for appropriate tests to be conducted to identify the issue.

Agreement Acceptance

1. The customer accepts this Agreement by any of the following action:
 - 1.1 Signing any quote or proposal provided by Blutone Technologies that includes Blutone Technologies VoIP
 - 1.2 Ordering Blutone Technologies VoIP through Blutone Technologies website
2. Upon accepting the agreement, the customer understands they are responsible for all set up fees, one-off charges and equipment costs before the service is activated.

Critical Information Summary - VoIP Bundle

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Critical Information Summary - VoIP Bundles

Information About the Service

Blutone Technologies Business VoIP Bundle is a voice telephony service that is supplied over your internet service. The internet service may be supplied by Blutone Technologies or other service provider.

Requirements and Availability

- VoIP Bundles requires fixed broadband internet service or mobile data.
- A compatible SIP-enabled handset is required unless you are on the SoftPhone/BYOD bundle.
- Each VoIP Bundle call requires a minimum of 100kbps of uncongested upstream and downstream bandwidth for optimal quality
- SIP-ALG (Application Layer Gateway) is disabled on the router and/or firewall at the end of customer's location.
- A DHCP & DNS Server are available within the end customer's LAN environment; failing this static addressing will need to be set up.
- Customer firewall is opened for outbound connections as per the table below:

DESTINATION	PROTOCOL	PORT/S	DESCRIPTION
sip01.mhn.net.au	TCP	80, 443	Web Access & SSL
sip01.mhn.net.au	TCP / UDP	5060	SIP Signalling
sip01.mhn.net.au	UDP	60000-65535	RTP Media

Minimum Term

VoIP Bundles are available on 0,12,24,36 and 60-month contract terms.

Included Features

VoIP Bundles include:

- Handset rental (except for the Softphone/BYOD Bundle)
- One direct-in-dial capital cities number (DID number)
- Unlimited standard local and national calls, unlimited standard calls to Australian mobiles. Acceptable Use Policy applies
- Voicemail-to-email and call waiting
- Initial setup and configuration
- One Interactive Voice Response (IVR)/ Auto Attendant and one Hunt Group included with orders of three or more bundles.

Exclusions

VoIP Bundles do not include

- Calls to any premium service e.g 19/1900 numbers
- Calls to 13/1300 numbers
- Calls to international numbers
- Calls to operator assistance, Sensis and information services (1223, 1234, 12 455, 12 456, 1194 and 1196)
- No satellite destinations (e.g. 0145, 0147)
- Incoming reverse charge calls
- Additional charges will apply for call types mentioned above.
- VoIP Bundles do not support fax, dial up modem or other analogue data calls (e.g. EFTPOST, HICAPS), back to base alarms and other monitoring systems using phone lines, similar features. VoIP Bundles are not available for telemarketing, call centre function and similar uses.

Critical Information Summary - VoIP Bundle



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Information About the Pricing

Monthly and Once-off Charges

Blutone Technologies offers five main VoIP Bundles, each with a standard monthly rental. Total minimum costs does not include handset delivery charges where applicable.

Bundle Type	Once-off charge	Monthly Charge				
		0 months	12 months	24 months	36 months	60 months
Softphone / BYOD desktop app - no handset	TBD	\$32.00	N/A	N/A	N/A	N/A
Standard Wired Phone	\$0.00	N/A	\$44.50	\$39.00	\$35.00	\$33.00
Standard Wireless Phone	\$0.00	N/A	\$44.00	\$36.50	\$34.50	\$33.00
Premium Wired Phone	\$0.00	N/A	\$72.00	\$56.00	\$49.00	\$42.50
Conference Phone	\$716.37	\$28.50	N/A	N/A	N/A	N/A

Bundle Type	Total Minimum Cost				
	0 months	12 months	24 months	36 months	60 months
Softphone / BYOD desktop app - no handset	\$32.00	N/A	N/A	N/A	N/A
Standard Wired Phone	N/A	\$534.00	\$936.00	\$1,260.00	\$1,980.00
Standard Wireless Phone	N/A	\$638.00	\$986.00	\$1,352.00	\$2,090.00
Premium Wired Phone	N/A	\$864.00	\$1,344.00	\$1,764.00	\$2,550.00
Conference Phone	\$744.87	N/A	N/A	N/A	N/A

Call Charges

Blutone Technologies offers five main VoIP Bundles, each with a standard monthly rental. Total minimum costs include handset delivery charges where applicable.

Bundle Type	Local Calls	Standard National Calls	Calls to Australian Mobile	International*	1300 & 13*
Softphone / BYOD	Included	Included	Included	Not included	\$0.362
Standard Wired Phone	Included	Included	Included	Not included	\$0.362
Standard Wireless Phone	Included	Included	Included	Not included	\$0.362
Premium Wired Phone	Included	Included	Included	Not included	\$0.362
Conference Phone	Included	Included	Included	Not included	\$0.362

*Rates vary depending on destination and call type. See <https://www.blutonetech.com.au/international-callrate/>

*Flagfall is not charged on VoIP Bundles

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Early Termination Charges

If you cancel the service before the end of the contract term (12, 24, 36 or 60 months), Early Termination Fees (ETF) will apply. ETF is calculated as the remaining monthly charges x 85%. If the handset is not returned within 30 days of your service ending, or is returned faulty, a fee of \$110.00 will apply to each Standard or Wireless Handset, \$203.50 for each Premium handset, and \$612.70 for each Conference handset.

Handsets, Equipment, User Software and Features

Handsets remain the property of service provider and are entitled to lifetime warranty / replacement for the life of the service.

A selection of optional equipment, features and user software are available, such as headsets, Hunt Groups, Auto Attendants, and more. Prices will depend on the options you select. Please request a quote by sending an email to voip@blutonetech.com.au

Billing Details

Once Blutone Technologies provisioned the VoIP Bundle order, client will receive an invoice for the pro-rated amount to the end of the month and will be billed on the 1st of each month in advance for that month's service. You will need to pay your bill via direct debit from your credit card.

Other Information

Call Detail Record

Customer may request to generate a report to view the breakdown of each of their VoIP Bundle extension calls via sending an email to voip@blutonetech.com.au

Data Consumption

A typical 10 minutes voice conversation on Blutone Technologies' VoIP bundle service will use approximately 4MB of your internet data.

Your Direct In Dial Number

By default, each extension will be allocated with one number based on your state of residence. If you wish to use your existing standard local number from another service provider, VoIP Porting is needed. Porting fees may apply.

Important Information

Blutone Technologies' VoIP bundle service uses the internet and will not work in the event of power outage. We cannot guarantee that your Belong Voice service will work 24/7, and we recommend that you do not rely on this service for making emergency calls, including calls to 000.

Please note that some mobile network operators may prohibit or restrict the use of Voice over Internet Protocol services over mobile data on their network and may also impose additional fees and other charges

Customer Service Contact Details

You can contact Blutone Technologies for Support & Billing assistance via:

- a. calling 1300 660 139; or
- b. emailing voip@blutonetech.com.au; or
- c. via contact form: <https://www.blutonetech.com.au/contacts/>

If you wish to make a complaint, please send an email to admin@blutonetech.com.au or through our contact form: <https://www.blutonetech.com.au/contacts/>

Telecommunications Industry Ombudsman

If you are dissatisfied with the outcome of your complaint after following the above process, you may contact the TIO (Telecommunications Industry Ombudsman) for independent mediation. The TIO can be contacted by:

- a. calling 1800 062 058; or
- b. visiting the TIO website at tio.com.au/making-a-complaint; or
- c. emailing tio@tio.com.au